

**Liberty Lake Municipal Library
Board of Trustees
Annual Retreat
March 12, 2011**

Present at the meeting were Library Director Pamela Mogen, Mayor Wendy Van Orman, City Councilman Josh Beckett, and Board of Trustee members Jon Seubert, Mary Ellen Steen, Bob Gamble, Linda Dockrey and John Loucks.

John moved, and Linda seconded that the agenda presented by Pamela be approved.
Motion passed.

The agenda was divided into five topics, as discussed below:

I. 2010

- a. The Board reviewed accomplishments for 2010:
 1. We are in the process of completing a thorough policy review and making completed policies accessible to all.
 2. We have changed the fines and fees to bring LLML more in sync with those charged by other area libraries.
 3. We have established a fee for non-resident library cards. This is a move that was opposed by all Trustees, but was felt to be necessary due to the current economic situation. It has, however, not brought in sufficient money to offset the negative public reaction. The Board, therefore, plans to mount a campaign to convince the City Council that it would be in the best interests of the library to reverse the decision to charge such a fee.
 4. We have developed a new instrument to use for the yearly Library Director evaluation.
 5. We are doing a top to bottom review of the duties and responsibilities of the Board of Trustees.
- b. The Mayor brought up the need to forward minutes of library Board meetings to Ann in City Hall, and to make sure they are posted on the library page of the City website. John pointed out that all minutes should be signed; Mary Ellen will check with the City attorney to see whether it is alright to just key in the name vice supplying an actual signature.
- c. The Board is trying to find a way to streamline recording-keeping for the budget, in part for Pamela's sake, so that she does not always have to reconcile the BIAS City report with her own records. We will discuss this with Jessica when we meet with her at our next Board meeting.
- d. Josh suggested that, from the point of view of the City Council, the most advantageous time to present the library's Annual Report would be in July. This would be at the beginning of the budget process, giving the Council an idea of where the library is, what's been done and where we're going. John moved, and Bob seconded that we set July for our Annual Report. Motion passed.
- e. Pamela reviewed numbers for 2010 – circulation of about 200,000 from 50,000 visits. Reduced hours and newly assessed fees have contributed to lower numbers

for the first two months of 2011, including a significant slowdown in inter-library loan requests. This is a situation that will be monitored.

GENERAL OBSERVATIONS: Transparency is very important (posting of the minutes). The web page for the library needs to be streamlined as possible (look for examples). Josh suggested that Pamela cite dollars and cents in her quarterly presentations to the City Council (how is the current budget faring; what can we not do within current budget restrictions; build library budget argument as we go along). Board members should show up to Pamela's quarterly presentations to help present and keep the library in the eye of the City Council. The idea of a Council standing committee – or some kind of representation – for the library was floated (providing an advocate on the Council for the library).

II. BOARD REVIEW

- a. The Board is still updating policies with the goal of having all policies in PDF format on the website, and all policies in Word format available for revision to all Board members – possibly on Microsoft Live or Google. Jon will check into this.
- b. On a motion by Bob and a second by John, a committee of Linda and Mary Ellen was formed to review by-law exemplars and draft by-laws for the Board for presentation at the May meeting. Motion carried.
- c. Resources:
 1. The computer system is working fine; eventually new laptops will be needed for classes. The TLC check-in/check-out system is working alright, but we are working with an older version of the system, so there are some problems with support.
 2. Pamela is working with the County and the City of Spokane on joining the open source Evergreen system. Representatives of all three library systems – at Pamela's suggestion – are going to Seattle to review that city's experiences with Evergreen.
 3. Due to budgetary constraints, the only data bases we still offer are World Book, Consumer Reports, Heritage Quest and Tutor.com. Pamela had to drop Credo.com, a reference resource, but would like very much to start the subscription up again as finances permit.
 4. Picture books are the most circulated items at the library; we could use more of them, as well as the space to accommodate them.

III. WA LIBRARIES FIVE YEAR PLAN REVIEW

It was decided to have each of the Board members review this at home.

IV. LIBERTY LAKE FIVE YEAR PLAN EVALUATION

Visions Two, Four and Five were slated for discussion.

- a. Vision Two: While it was decided that encouraging staff involvement in community/institutional groups could continue to be a future goal, this was not a high priority at the present time. However, promoting mutually beneficial partnerships with businesses and promoting shared ventures in the library is considered a high priority. Pamela will begin by contacting the Valley Chamber

of Commerce Liberty Lake branch to find out information about businesses in our city.

b. Vision Four: To encourage active engagement by community members in the library and to make the library relevant and necessary to the community, Pamela has initiated a “Library – Heart of the Community” effort to advertise and market the library. We are looking for ways to bring the library to the attention of those who are not normally interested in what the library has to offer. The suggestion of YouTube “how to” videos was brought up, as were “outside the box” classes and clubs.

c. Vision Five: By unanimous vote it was decided to remove Goal 2 from our Five Year Plan. Expecting our library staff members to play a role in ensuring that students meet grade-level assessments was deemed an inappropriate expectation.

V. GOALS

In conclusion, the Board listed what it sees as strengths and weaknesses of the library and set out goals for the future.

a. Strengths were seen as: strong customer service; the appeal of the facility itself; availability of varied and extensive programming; and a pro-active Board.

b. Weaknesses identified were: less staff training than desirable and a need to work on staff morale and team spirit (it was suggested the Board could host a breakfast twice a year concurrent with staff meetings to help foster better relationships all the way around); a weaker interrelationship with both the City and City Council than desired; a need for parking lot lighting and entrance signage, as well as a need for better care of the parking lot area; a poorly set up handicapped access.

c. Goals: In addition to working to eradicate the above weaknesses, Pamela has asked the Board to lobby the City for staff training days – preferably one day a quarter, but 9:00-1:00 Thursdays quarterly would work. Working toward being able to lock off the meeting room so that this commodity would be available for use when the library is not open would be a big step forward in providing community service. The Board will prepare an Annual Report for July (with possibly another in the January/February time frame). We have also been requested to have our required annual evaluation of the Director to the Mayor in early Decembers.

The meeting was adjourned at 3:00 p.m. It was summarized by all present as productive and thought provoking.